

# Network Notes

Optum news and updates for Clinicians and Facilities

Summer 2022

We hope you find this publication of Network Notes helpful and insightful. This quarterly newsletter covers important updates and topics of interest to our provider network. Additional details for the following topics can be found on [providerexpress.com](https://providerexpress.com).

## Claim Entry

### ONLINE CLAIM ENTRY

Provider Express – Training – Guided Tours

View this short guided tour for the Claim Entry process on Provider Express.



**Claim Entry on Provider Express has evolved.**

### Two types of forms:

#### Short Form

Default claim entry process

#### Long Form

Used for additional information such as paperwork attachments or claim notes, COB details

### Using Claim Entry on Provider Express is faster than ever

- Previous claim information is prepopulated for Members who you have already submitted a claim for
- Type ahead fields help speed your claim process by displaying information after entering the first few characters
- Preview screen acts as a validation checkpoint of all entered data before pressing submit
- Get a confirmation message as well as a confirmation number when you have successfully submitted your claim
- A convenient print option is now available from the preview and confirmation pages

[Guided Tour](#)

**Required fields on forms are highlighted in orange for easier fill in**

# 988 Playbook for Mental Health and Substance Use Disorder Providers

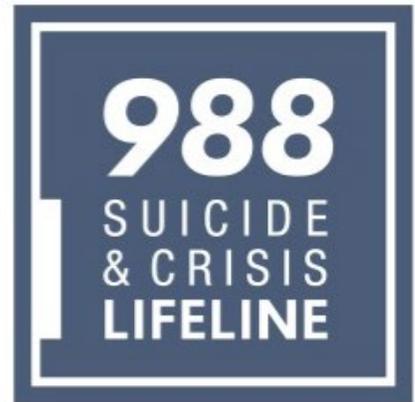
NATIONAL COUNCIL FOR MENTAL WELLBEING

thenationalcouncil.org

On July 16, 2022, the three-digit number, 988 will become active across the United States as the suicide prevention and mental health support line.



Help and resources for your clients.



## Linkages to Lifeline contact centers

Building and/or strengthening relationships with nearby Lifeline contact centers is a key element of readiness for 988. Lifeline contact centers answer calls for the Lifeline as well as other local helplines and offer resources such as text, chat, and mobile services. Building relationships with these Lifeline contact centers is an important step toward being able to accept transfers from contact centers as needed.

To access a copy of the **Playbook for Mental Health and Substance Use Disorder Providers**, go to the National Council for Mental Wellbeing.

**Includes case studies and deep dives for more detailed information**

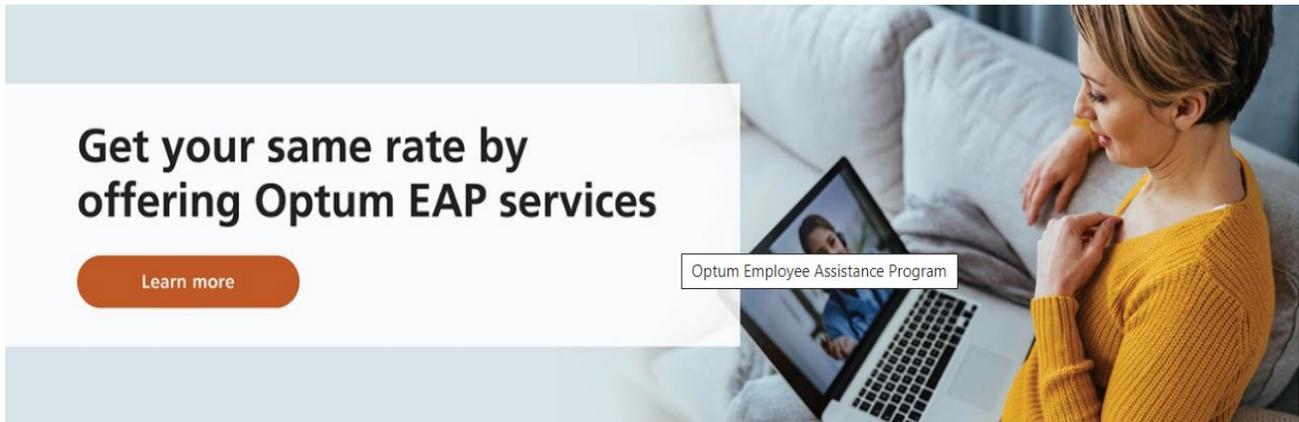
[National Council.org](https://www.nationalcouncil.org)

[988 Playbook](#)

# Employee Assistance Program (EAP)

## EAP

Provider Express – Admin Resources



**Get your same rate by offering Optum EAP services**

[Learn more](#)

Optum Employee Assistance Program

If you have a history of billing for EAP services, or you have recently joined the Optum network and indicated that you will accept EAP referrals, we thank you and would like to make you aware that you are now part of our Optimized EAP network. As a result of either of the above actions, an indicator has been added to your provider record that tells members you accept EAP appointments, which prioritizes you in the members' directory search process.

### [EAP Resources](#)

It's easy to let Optum members know you are accepting EAP – just visit the EAP home page on Provider Express for directions on how to update your EAP status.

# Behavioral Health Toolkit for Providers

## FIRST EPISODE PSYCHOSIS (FEP)

Provider Express – Clinical Resources

### First Episode Psychosis (FEP)

Psychosis is often first seen in people during their early teens and young adulthood. This condition has the potential to disrupt the development of a young adult, resulting in loss of ability to maintain employment, establish relationships and function independently over their lifetime.

Our goal is to reduce the duration of untreated psychosis (DUP) and improve our members' overall health and wellness. This can be achieved through early intervention. Substantial evidence indicates that outreach, long-acting injectable antipsychotics, early consideration of clozapine, among other types of therapy and interventions can preserve social and occupational functioning. Learn more about this important topic.



### [More info](#)

# Cultural Sensitivity Training

## CULTURE

Provider Express – Clinical Resources



**Advancing health equity  
for those we serve**

Sign up for new on-demand  
Cultural Sensitivity Training courses

**Our mission is to help people live healthier lives and make the health system work better for everyone. Promoting and instilling the values of culture, inclusion and diversity are critical to achieving this mission and truly making a difference.**

As part of this commitment, we invite you to sign up for free and on-demand Cultural Sensitivity Training courses for in-network behavioral health professionals:

- **LGBTQ+ Mental Health Training (1.5 CEUs):** Developed in partnership with OutCare Health, this course is designed to help deepen your understanding of how to care for members of the LGBTQ+ community
- **Unconscious Bias Training (Certification):** This free, 30 minute on-demand course is designed to help you evaluate and overcome your own unconscious biases

[Sign up today](#)

## NALOXONE

### MEDICATION ASSISTED TREATMENT

Provider Express – Clinical Resources

### What you should know about naloxone

Naloxone is also known by its brand names, Narcan™, Evzio® and Kloxxado™. It is a medication called an “opioid antagonist,” used to counter the effects of an opioid overdose, such as fentanyl or heroin.

Naloxone is easy to administer, making it ideal for treating an overdose in someone who has been prescribed opioid pain medication or who uses heroin or other street drugs.

Learn more about recognizing the signs of an overdose, where to get naloxone and the 6 steps to administering it.



[What you should know  
about naloxone flyer](#)